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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joyce et al.)
)
Serial No.: 10/687,956)
)
Filed: 17 October 2003)
)
For: Method and System to)
Provide Expert Support)
With a Customer Interaction)
System)
)
Art Unit: 2173)
)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir or Madam:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicant submits a list of documents, general remarks, and an attached Form PTO/SB/08A.

<u>U.S. Patent Number</u>	<u>Date of Issue</u>	<u>Inventor</u>
5,555,179	10 September 1996	Koyama et al.
5,765,033	09 June 1998	Miloslavsky
5,926,539	20 July 1999	Shtivelman
5,946,387	31 August 1999	Miloslavsky
5,953,332	14 September 1999	Miloslavsky
5,953,405	14 September 1999	Miloslavsky
6,002,760	14 December 1999	Gisby
6,021,428	01 February 2000	Miloslavsky
6,044,145	28 March 2000	Kelly et al.
6,044,368	28 March 2000	Powers
6,067,357	23 May 2000	Kishinsky et al.
6,108,711	22 August 2000	Beck et al.


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Filed 17 October 2006
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6,138,139	24 October 2000	Beck et al.
6,167,395	26 December 2000	Beck et al.
6,170,011	02 January 2001	Beck et al.
6,175,563	16 January 2001	Miloslavsky
6,175,564	16 January 2001	Miloslavsky et al.
6,185,292	06 February 2001	Miloslavsky
6,345,305	05 February 2002	Beck et al.
6,373,836	16 April 2002	Deryugin et al.
6,389,007	14 May 2002	Shenkman et al.
6,393,015	21 May 2002	Shtivelman
6,732,156	04 May 2004	Miloslavsky

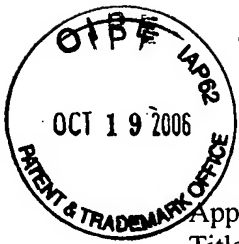
It is respectfully requested that the above patents be given consideration by the Examiner and made of record in the captioned patent application.

Respectfully submitted,
WELSH & KATZ, LTD.

17 October 2006

By: 
L. Friedman
Registration No. 37,135

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Applicants:
Title:

Joyce et al.
METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT
WITH A CUSTOMER INTERACTION SYSTEM

Serial No.: 10/687,956
Filing Date: 17 October 2003
Docket No. 0600/96759

Certificate of Mailing

Date of Deposit: 17 October 2006

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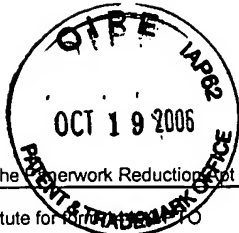
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Substitute for PTO/SB/08a

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of

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Complete if Known

Application Number 10/687,956

Filing Date 17 October 2003

First Named Inventor Joyce

Art Unit 2173

Examiner Name

Attorney Docket Number 0600/96759

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	A	us- 5,555,179	09/10/1996	Koyama et al.	
	B	us- 5,765,033	06/09/1998	Miloslavsky	
	C	us- 5,926,539	07/20/1999	Shtivelman	
	D	us- 5,946,387	08/31/1999	Miloslavsky	
	E	us- 5,953,332	09/14/1999	Miloslavsky	
	F	us- 5,953,405	09/14/1999	Miloslavsky	
	G	us- 6,002,760	12/14/1999	Gisby	
	H	us- 6,021,428	02/01/2000	Miloslavsky	
	I	us- 6,044,145	03/28/2000	Kelly et al.	
	J	us- 6,044,368	03/28/2000	Powers	
	K	us- 6,067,357	05/23/2000	Kishinsky et al.	
	L	us- 6,108,711	08/22/2000	Beck et al.	
	M	us- 6,138,139	10/24/2000	Beck et al.	
	N	us- 6,167,395	12/26/2000	Beck et al.	
	O	us- 6,170,011	01/02/2001	Beck et al.	
	P	us- 6,175,563	01/16/2001	Miloslavsky	
	Q	us- 6,175,564	01/16/2001	Miloslavsky et al.	
	R	us- 6,185,292	02/06/2001	Miloslavsky	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	† ⁵
		Country Code ³ "Number" ⁴ "Kind Code" ⁵ (if known)				

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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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of

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Application Number	10/687,956
Filing Date	17 October 2003
First Named Inventor	Joyce
Art Unit	2173
Examiner Name	
Attorney Docket Number	0600/96759

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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	S	US- 6,345,305	02/05/2002	Beck et al.	
	T	US- 6,373,836	04/16/2002	Deryugin et al.	
	U	US- 6,389,007	05/14/2002	Shenkman et al.	
	V	US- 6,393,015	05/21/2002	Shtivelman	
	W	US- 6,732,156	05/04/2004	Miloslavsky	
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